



MISSOURI DEPARTMENT OF ELEMENTARY AND SECONDARY EDUCATION
OFFICE OF CHILDHOOD - CHILD CARE COMPLIANCE

COMPLAINT INVESTIGATION OF
SUBSTANTIATED STATUTE OR RULE VIOLATIONS

DATE OF REPORT
3/21/2022

DVN
002272277

FACILITY NAME

THE FAMILY TREE HOUSE CHRISTIAN ACADEMY LLC

FACILITY ADDRESS

2225 APOLLO DR

CITY

FENTON

ZIP CODE

63026

PHONE NUMBER

(636) 825-3818

COUNTY

ST LOUIS

ASSIGNED SPECIALIST

FYFE, IAN

RULE/STATUTE VIOLATION(S)

VIOLATION(S)

5 CSR 25-500.182(1)(D)3.

Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children, and the need for attention.

5 CSR 25-500.102(3)(O)

Caregivers shall not be counted in ratio when obtaining clock hour training.

CONCLUSION SUMMARY

On March 21, 2022, the Office of Childhood (OOC) received an allegation that Parent A, parent of Child A, observed Staff Member Sam Jensen push Child A down with her foot. The complaint further states that Staff Member Lexi Medlin dragged Child A by the arm across the floor. After conducting an investigation, Compliance Inspector (CI) Ian Fyfe has found this allegation to be substantiated based on the following evidence:

5 CSR 25-500.102(3)(O), which states the following: "Caregivers shall not be counted in ratio when obtaining clock hour training."

AND

5 CSR 25-500.182(1)(D)3., which states the following: "Caregivers shall be alert to various needs of the child such as thirst, hunger, diaper change, fear of or aggression by other children, and the need for attention."

On March 24, 2022, Compliance Inspector (CI) Ian Fyfe conducted an interview with Parent A, parent of Child A. On March 17, 2022, Parent A observed Staff Member Sam Jensen push Child A over with their foot in an attempt to stop Child A from crawling away from them. After Child A was pushed over, no staff members checked Child A to see if they were injured and did not properly tend to Child A. Parent A then informed CI Fyfe of a separate incident that occurred shortly after on the same day in which Staff Member Lexi Medlin forcefully grabbed and dragged Child A away from another child's bottle. On March 18, 2022, Parent B, secondary parent Child A, went to the facility and viewed the video footage of the above described incidents. Parent B expressed concerns regarding the observed incidents to Facility Director Angie Noto. Ms. Noto responded to Parent B by informing them that they would report the incidents to the Office of Childhood. This was observed by CI Fyfe through emails exchanged between Parent A and Ms. Noto. On March 18, 2022, Child A was removed from the facility's care.

On March 25, 2022, Compliance Inspector (CI) Ian Fyfe conducted an unannounced inspection to the facility and interviewed Director Angie Noto, Staff Member Alexis Medlin, and Staff Member Patricia Turner. Ms. Noto was made aware of the incidents on March 18, 2022, after the parents of Child A expressed their concerns to Ms. Noto. The incidents were recorded by the facility's camera system. Ms. Noto watched the footage of the incidents with Staff Member Alexis Medlin, Staff Member Sam Jensen, and Parent B. After addressing the incidents with both Ms. Medlin and Ms. Jensen, Ms. Jensen was placed on leave pending the OOC's investigation.

CI Fyfe interviewed Staff Member Alexis Medlin after interviewing Ms. Noto. Ms. Medlin was Child A's teacher at the time of the incident. Ms. Medlin was tending to a different child in her lap when Child A fell over after attempting to stand up. Ms. Medlin then grabbed Child A from underneath their arm and "scooted" Child A towards herself. Following the incident, Ms. Medlin

reviewed the video footage of her pulling Child A and was corrected by Ms. Noto. Ms. Medlin has not observed any of the described behaviors of Staff Member Sam Jensen that were reported in the complaint.

On March 25, 2022, Compliance Inspector (CI) Ian Fyfe observed three videos involving Child A, Ms. Medlin, and Ms. Jensen. The first video observed by CI Fyfe depicts an incident that occurred on March 17, 2022, at approximately 1:20 PM. In this video, Staff member Sam Jensen is seen using her foot to guide Child A away from the rocker in the classroom. Ms. Jensen can be observed placing her leg under the arms of Child A, and lifting Child A towards her. While Ms. Jensen did not appear use a kicking motion, the moving method used by Ms. Jensen was inappropriate.

The second video observed by CI Fyfe depicts an incident that occurred on March 17, 2022, at approximately 1:29 PM. Thirty-two seconds into the video recording, Ms. Jensen can be seen grabbing Child A by both arms and swiftly bringing Child A to her. Ms. Jensen then transfers Child A to a body pillow on the ground, laying Child A on their back. Immediately after placing Child A on their back, Child A proceeds to roll off of the body pillow and onto the floor. Throughout the first thirty-two seconds of the video, CI Fyfe observed Child A hitting the unknown child in the rocker while Ms. Jensen failed to properly supervise the children. Director Angie Noto informed CI Fyfe that Ms. Jensen was focusing on her phone; more specifically completing training on the BrightWheel App.

The third video observed by CI Fyfe depicts an incident that occurred on March 17, 2022, at approximately 1:50 PM. In this video, Child A is seen attempting to stand directly in front of Ms. Medlin. Ms. Medlin can be observed holding the unknown child with her left arm while Ms. Medlin's right hand holds Child A up. Child A then proceeds to fall forward out of Ms. Medlin's hand and onto the ground. Once on the ground, Ms. Medlin grabs Child A's elbow approximately thirteen seconds into the video and pulls him across the floor approximately two feet so that Child A is laying on the right side of Ms. Medlin.

On April 25, 2022, CI Fyfe conducted a phone interview with Staff Member Sam Jensen. Ms. Jensen initially met with Parent B and Ms. Noto on March 18, 2022, after Parent B expressed their concerns to Ms. Noto. Ms. Jensen, Ms. Noto, and Parent B, watched the video footage together and discussed the concerns observed in the video. After the meeting with Ms. Noto and Parent B, Ms. Jensen was removed from the facility's work schedule for approximately two to three weeks while the OOC conducted its investigation. Ms. Jensen has since returned to the facility and is anticipating additional training to help address the expressed concerns.

CORRECTIVE MEASURES

CORRECTIVE MEASURE	COMPLETED (Y/N)	COMPLETED DATE
All staff and volunteers must obtain one clock hours on supervision. The training must be held by an approved and qualified source, outside of the The Family Tree House Christian Academy LLC network. Training may be obtained from the Missouri Workshop Calendar. The training calendar can be found at http://www.moworkshopcalendar.org/ . Verification of training completion shall be from the Open Initiative Toolbox report.	Yes	10/7/2022

DISPOSITION

SUBSTANTIATED

DISPOSITION DATE

7/22/2022

APPROVING SUPERVISOR

CHRISCO, MARLA L